

EMPLOYMENT OPPORTUNITY

Desktop Support Analyst

Who We Are

Surge Energy Inc. is a publicly traded oil-focused E&P company with a strong foundation built on high-quality crude oil reserves with an average daily production of ~24,000 boe per day. Our core operating areas in Alberta and Saskatchewan are among the top conventional oil plays in Canada. At Surge, we believe that our people are one of our greatest assets. We are a mid-sized company based out of our Calgary Head Office and look for individuals to join our team who share our passion for integrity, innovation, and the production of safe, reliable Canadian energy.

Surge is currently accepting applications for the position of **Desktop Support Analyst**.

Responsibilities include:

- Provide onsite and remote support to end-users by troubleshooting and resolving hardware, software and network issues related to desktop systems.
- Troubleshoot common issues with Microsoft office, Windows and other business applications.
- Assist with user account setup, password resets and access management.
- Install, configure, and maintain desktop hardware and software components, including operating systems, applications, and peripherals (Microsoft Intune and Autopilot)
- Collaborate with IT Team to implement and maintain desktop security measures including antivirus software, firewalls, and encryption tools. preference for experience relating to Proofpoint, Microsoft Defender, & Microsoft Multi-Factor Authentication.
- Document and maintain accurate records of all desktop support activities, including troubleshooting steps, resolution, and user communication.
- Respond to helpdesk tickets and requests in a timely manner, prioritizing issues based on impact on business operations.
- Provide training and guidance to end-users on how to use desktop systems effectively and efficiently.
- Adhere to IT Policies, procedures, and best practices to ensure the security and integrity of desktops systems and data.
- Support and troubleshoot iOS smartphone, Microsoft Teams, and video conferencing in an enterprise environment.

Qualifications:

- This is an onsite role with occasional lifting of equipment (up to 25lbs).
- Must be flexible with working hours between 7:00am until 5:00pm. There may be occasional after-hours or weekend support required.
- 0-3 years of experience in an IT Support, helpdesk or a related field (Internships or co-op experience welcome.)
- Experience using remote support tools to connect and resolve IT issues.
- Experience & working knowledge using Microsoft Azure & Active Directory.

- Completion of an IT related technical program from a recognized College or University
- CompTIA A+ & Network + Certifications are an asset.

Why Surge?

Culture

At Surge, we foster an active and collaborative culture that thrives on adaptability and embraces the challenges of the ever-changing oil and gas industry. Our leaders are committed to promoting a positive company culture, and we're proud to have a team of genuine, driven, and knowledgeable individuals. Surge's culture is based on teamwork, creativity, and a drive for excellence. Every team member's voice is valued and supported in our inclusive and encouraging environment. We value cooperation among team members and understand that our success is a result of our combined efforts.

Constant Change and a Focus on Adaptability

The energy industry is dynamic, and we see this as an opportunity. Our disciplined capital action and financial flexibility enable us to effectively navigate through market fluctuations and capitalize on strategic opportunities. We envision a world powered by clean and safe Canadian Energy. With high quality assets and advanced technology, we are poised to continue positively impacting the future of energy. Being a part of our team means you will be at the forefront of adapting to industry changes and finding innovative solutions.

Competitive Compensation and Rewards

We believe in recognizing and rewarding the hard work and contribution of our employees. Surge Energy offers a competitive compensation package that includes a base salary, individual and company performance-based incentives through our Short-Term and Long-Term Incentive programs, a comprehensive benefits package, an employer matching savings plan, and flexible hours.

Extra Perks

We offer a range of extra perks to our employees at our Head Office to help reinforce our company culture. Every year we host corporate events such as our Stampede Party, Charity Turkey Bowl, and our Christmas party.

We also have a strong commitment to community involvement and corporate responsibility. By supporting a variety of initiatives and organizations through in-house campaigns, volunteer outings, event sponsorship, and employee donation matching, we strive to make a positive impact in all the communities we live and operate in.

If you are looking to join a company that values its people, promotes responsibility developing and championing Canadian energy, and gives back to the community - all while offering competitive compensation - Surge Energy is the right fit for you. Please forward your resume to hr@surgeenergy.ca.